Troubleshooting Guide for

Regionals Converted to XML

ACCESS Regionals converted to Extensible Markup Language (XML) are routed through the Intergovernmental Network (IGN). This document outlines troubleshooting steps if your agency is experiencing connection issues.

It is important to note that WSP staff is unable to troubleshoot the agency's network and has no control over the connectivity between the agency and the IGN. If your agency updates any of the following it may affect your agency's regional state ACCESS connection:

- Firewall or port filtering changes
- Application changes
- IGN IP address changes

ACCESS Message Switch (Test)   **IP 198.239.158.150**   **Port 4030**
ACCESS Message Switch (Production)   **IP 198.239.158.149**   **Port 4040**

Verifying Connectivity

The first task is to verify connectivity to the WSP ACCESS System, test or production. This can be done with no impact to users by using network utilities such as Ping, Telnet, Tracert, etc.

- Ping/Telnet 198.239.158.150 or 198.239.158.149 (Test/Production) to validate if the host is reachable
    a. Successful
        i. Ping: There is an established network path. If the ping fails the issue may lie with the application or a network appliance such as a firewall. This must be remedied until the Ping is successful.
        ii. Telnet: Check the connectivity by using Telnet from the application server. Attempt to connect to Port 4030 (Test) or Port 4040 (Production) on the IP addresses provided above. If the connection is successful the network is correct. Verify the application and its configuration. If necessary, restart your application. If a connection is still not successful, investigate the application and its configuration.

b. Fail
    i. You can use traceroute to determine how many hops before connection drops. This information can be used by your agency's network support or IGN service provider to identify where the problem resides.
    ii. Contact your IGN service provider. Some agencies go directly through WaTech, other agencies get their IGN connection from county or city entities. Ask if they have made any firewall changes.
c. Other
    i. Do you have an Omnixx terminal? Is it also down? Or is only your Regional connection down? Omnixx terminals also route through the IGN. If your Omnixx terminal is down this may point to a network issue. If only your Regional is down this may point to an application issue.

Application Troubleshooting & Problem Determination

Assuming that connectivity has been established, the following information may help determine issues with the application.

- Is the correct encryption algorithm being used? If the algorithm is incorrect the connection will be shut down immediately. FIPS 140-2 required
- Is the correct validation string configured, and correctly encrypted and hashed? If not, the connection will be shut down immediately.
- Is the correct encryption key book being used? The key books for test and production are different, but the processing is the same. If the test system works and production fails, ensure the correct book is being used.
- If the test system works but production fails, verify that the IP and Ports are correct as the two systems use different IP's and Ports.
- Verify that the data stream is well formed XML, with all correct opening and closing tags.
- Verify that the data stream is correctly "escaping" any XML sensitive characters. For example, the data "YOU & ME" must be sent as "YOU & ME"

Contact Phone Numbers & Resources:

WaTech (manage IGN)
support@watech.wa.gov
360-586-1000

WSP ITD Customer Services
ITDHelp@wsp.wa.gov
360-705-5999

WSP XML Resource Center
http://www.wsp.wa.gov/_secured/access/docs/xml_resources/XML_Resource_Center/intro.htm